

Vendor/Provider Welcome

Thank you for participating in the Chanda Center for Health's Complementary & Integrative Healthcare remote service program, in collaboration with PALCO. Through this program, participants will receive access to therapies that would otherwise not be available. To get started, Palco will need to collect some enrollment documents from you. Once everything is processed, Palco will send you and the participant a notification that services can begin. Services cannot be delivered until approval. This packet will provide you with all the necessary enrollment forms and instructions for reimbursement. Please read all the enclosed information carefully and speak to Palco or the participant seeking your enrollment if you have questions.

Process Flow:

- 1. Complete Enrollment with Palco** - Complete the enclosed forms and submit to Palco for processing.

The following forms are required:

- Vendor/Provider Information Form with License and Insurance Attachments
- IRS Form W-9
- Direct Deposit Agreement
- Participant and Vendor/Provider Services Agreement Form
- Consent to CIH Provider Disability Competent

- 2. Review the Participants authorized services** - Participants on this program are authorized for a specific number of services for the year. For example, acupuncture 1x/week and massage 1x every other week. Every participant's authorization will vary. It is important and the responsibility of each participant to monitor their utilization and not exceed the authorized amount of services given. If a participant were to exceed the authorized amount and program funds were depleted prematurely, they would be responsible for paying for the services out of pocket. The Participant Services Agreement Form will dictate the exact authorized amount of services that are approved and serve as an agreement between you and the Participant for how services will be scheduled. It will also dictate the exact reimbursement rate available for each modality based on Medicaid's allocated funding. This program does not pay for any missed or canceled appointments that necessitate a cancellation fee per your practice policies. Participants are aware of this, but please ensure you and the participant develop an agreement as last minute cancellations do occur when working with individuals with disabilities.
- 3. Receive approval from Palco and begin providing services** - Once you have approval from Palco (via email), services can be provided. You will find enclosed instructions for submitting completed services to Palco for payment. You can also find the payment schedule enclosed.
- 4. Monitor utilization and payments** - Palco will provide you access to the online portal for monitoring the amount of services a participant has remaining and to monitor your payments. At the end of the year, Palco will issue you a 1099 Form for tax purposes. Please ensure Palco is kept up to date if your contact details change at any time.

Once Palco receives all required forms from participant and vendor/provider, we'll send an effective start date, which is the date that treatments may begin. **DO NOT BEGIN TREATMENTS UNDER THE CHANDA CENTER FOR HEALTH/PALCO UNTIL YOU'VE RECEIVED AN EFFECTIVE START DATE FROM US.** An effective start date will be provided to you by email.